

# Houston Department of Health and Human Services



## NEWS RELEASE

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[www.houstonhealth.org](http://www.houstonhealth.org)

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### **Residents can report air quality issues by calling 3-1-1**

Houston residents can now report air quality issues in their neighborhoods to the Houston Department of Health and Human Services (HDHHS) by calling 3-1-1, the city's main information line.

Air quality problems that residents can report using 3-1-1 include those whose concentration and duration could result in injuries, an adverse impact on human health and welfare or might interfere with the normal use and enjoyment of animal life, vegetation or property.

Examples of air quality issues that should be reported as soon as detected are:

- foul, unpleasant or intense odors from large refineries, chemical plants or smaller manufacturers,
- pleasant odors from bakeries or food preparation that are present too frequently and are too intense,
- particles blown from construction sites, sandblasting operations, parking lots and vehicles transporting dirt or concrete products,
- droplets of paint or oil from paint and body shops, welding and metal coating businesses or machine shops, and
- any emissions that cause adverse health effects such as headache, vomiting, irritation of eyes, nasal passages, lungs and skin; emissions landing on vehicles, vegetation, pools or property, requiring more frequent cleaning of property than normal; and, emissions from activities that obstruct the view of traffic.

**- more -**

In addition to providing easier access, 3-1-1 tracks the resolution process of reported air quality issues, keeping residents better informed and assuring that all concerns are immediately addressed.

“The city’s 3-1-1 Service Center provides residents one short and easy to remember phone number and it quickly routes calls to the right office for prompt handling,” said Arturo Blanco, BAQC chief.

BAQC will make every effort to promptly investigate issues to determine as soon as possible the source of the air nuisance or problem and enforce air quality regulations appropriately.

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